



# MILITARY VEHICLES



## CUSTOMER SUPPORT

Land Rover has extensive knowledge and proven experience in the manufacture, supply and support of military vehicles and the operational and maintenance requirements of military fleet operators worldwide.

The company is committed to providing the level and quality of service that the military customer rightly expects to keep vehicles working, downtime to a minimum and maintenance costs low throughout their working life.

Land Rover is a division of Rover Group, a multinational corporation with an extensive worldwide professional dealer network.

The company also supplies financial and support services to fleet operators around the world to ensure smooth and efficient delivery of products and to provide a quality service for life.



## Dedicated military support

Land Rover's specialist military and fleet support services communicate directly with the customer on a regular basis to review the performance of vehicles, contract delivery and after sales support and to properly understand the customer's needs and concerns. Military and fleet support personnel ensure that there is effective and professional delivery of parts and technical support.

## Integrated Logistics Support Management

A major part of the design and development of Land Rover military vehicles and lifetime support services, is the need to achieve minimum vehicle downtime through reliability of products and ease of maintenance and to keep whole life costs low.

## Designing for reliability and ease of maintenance

Land Rover products are renowned for reliability and durability achieved through the use of the most sophisticated engineering techniques and punishing validation and test programmes. Ease of maintenance and supportability are also key design criteria and are built into design and development programmes from the beginning.

## Lifetime Support

Land Rover's worldwide distributor and national dealer networks are committed to providing after sales support throughout the life of the vehicle. This would include training for operators and technicians, as well as parts and technical services to the high quality standards maintained by Rover Group.

In addition to regular field service support, out of area technical and spare parts support can be made available to meet the extraordinary needs of military customers who may be operating in inhospitable or inaccessible environments.

## BUSINESS AND FINANCE PACKAGING

Rover Group can provide a wide range of international or local finance and business packages to suit the fleet customer and to ease the procurement and supply process. All such packages may be tailored to meet the specific needs of the fleet operator whether they are government department, armed forces or private utility.

Extended credit arrangements may be negotiated which provide the major fleet or government customer with officially supported financing at Commercial Interest Rates. Lease or Contract Hire or Contract Maintenance packages are available which relieve the fleet operator of manpower commitments, reduces spare parts inventories and make effective use of limited equipment and maintenance budgets.

Rover Group also have extensive experience of offset requirements, international finance, counter trade agreements and guarantees.

Where technology transfer is of benefit, the Company may also contribute to the development of local automotive resources and expertise, in keeping with the commitment to whole life support.



## TECHNICAL SUPPORT

### Training support

To assist the customer in the most effective utilisation and maintenance of equipment Land Rover provide operator, technician and spare parts training. Courses are both factory based or available locally through distributors.

A standard range of vehicle and component training modules is available "off the shelf" or, for those fleets operating more specialist products or with a unique servicing structure, courses may be designed to meet the specific needs of the fleet operator. An example of this is the "echelon" system of servicing and repair which exists in some defence organisations. Land Rover has responded to this specific need



by offering training targeted at particular echelons or maintenance levels.

Driver training is an essential part of the smooth and efficient operation of a 4x4 vehicle fleet. Through their specialist 4x4 Driving Experience School, Land Rover offer some of the best driver and operator training available anywhere.

### Technical Literature

In support of fleet contracts, Land Rover provide a wide range of technical support literature using an advanced and user friendly approach to graphic illustration. Repair manuals are available in most major world languages.

In addition Land Rover can provide dedicated repair or maintenance planning manuals where the layout of technical literature must conform to a specific format or standard or where the product is not covered by the standard publications.



## Configuration management support

Rover Group is committed to surpassing the fleet customer's ever increasing expectations in terms of performance, maintainability and cost of ownership. This commitment to quality and continual improvement means that product specification must change to meet new standards.

Rover Group will ensure that the impact of specification changes on fleet customer's operations and logistics support organisation is minimised through a comprehensive and systematic parts change information service direct to the customer.

## DEALER NETWORKS

Land Rover franchised distributors and dealers operate in 111 countries worldwide and are supported through Company driven development and training, to understand and satisfy the needs of the military and government fleet customer. Specialist dealer technical, contract and parts staff maintain regular contact with the fleet customer to review both contract supply performance and the delivery of after sales support.

All Land Rover dealers employ teams of skilled technicians and managers who are trained to the Company's high standards. This on-going support to the dealers ensures a level of professionalism which, together with the use of "state-of-the-art" diagnostic systems, delivers right first time maintenance and ensures minimum downtime of customer's vehicles.



## Advanced Diagnostics Systems

Rover Group is a market leader in interactive, computer based diagnostic and technical information systems. Test Book is the name given to Rover Group's market leading computer diagnostic system installed in major dealers and distributors throughout the network.

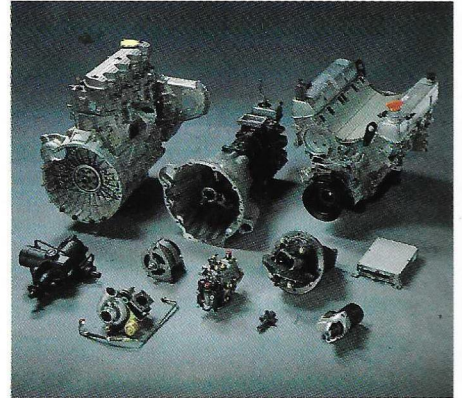
Test Book is a rugged 486 laptop system with a touch screen display which uses the latest compact disc technology. The system provides the equivalent of 50,000 pages of technical information and interactive training and together with comprehensive diagnostic programmes ensures that Land Rover dealers have the tools to carry out right first time repairs and keep fleet vehicles working efficiently.



## SPARE PARTS SUPPORT

### Optimising world wide parts availability.

The Land Rover Parts network consists of over 1000 dealers in the UK and Europe and distributors in over 130 countries.



Land Rover Parts has extensive experience in providing specialist contract support for military customers all over the world and provides guaranteed parts supply for the life of the contract. Preplanned stocking lists or "parts scalings" can be developed to support the customers particular requirements. In establishing local parts supply standards, full account is taken of the fleet customer's needs in terms of:

- local stocking and availability,
- life time support,
- VOR requirements and expectations (local and ex UK),
- direct supply and ordering - manual or computerised,
- parts scalings and the supply of new or service exchange major assemblies

The efficiency of the Land Rover Parts network is well established and ensures a worldwide parts availability in excess of 95%. Comprehensive parts stocks are held in both Land Rover's own warehouses and in the distributor's stores around the world.

The Land Rover Parts VOR service guarantees delivery in mainland UK by 9.00am the next day; in Europe within 48 hours and for overseas orders parts are airborne within 24 hrs of order receipt. This rapid response has been achieved through a substantial investment in electronic information and communication systems, giving dealers, throughout the worldwide network, parts ordering capability and up-to-the-minute details of parts availability, pricing and technical information for any Land Rover product.

The service is supported by availability of 30,000 genuine spare parts. All Land Rover parts are manufactured to original equipment specifications and carry a 12 month unlimited mileage warranty.



## EASE OF MAINTENANCE

Land Rover military products are based on commercial derivatives. This gives the military customer benefits in terms of reliability and minimised maintenance requirements, high levels of interoperability across the Land Rover commercial and military range of derivatives. The Defender is a proven utility vehicle with 45 years military pedigree supported by a worldwide dealer network.

### Maintainability is part of vehicle design

Maintainability design objectives are based on both the commercial and military customer's requirement for ease of maintenance, maximum availability of equipment and reduced maintenance costs. Maintainability criteria are an integral part of Rover Group's quality philosophy and are continually reviewed throughout product development.

At the vehicle's design stage, advanced engineering techniques are used which ensure a continual reduction in routine maintenance and the need for special tools and a simplification of maintenance procedures.

For example, the new generation 300 Tdi direct injection diesel engine fitted to all Defender and Discovery variants, utilises a single serpentine drive belt for all engine ancillaries. These are now mounted on the front of the engine for ease of access.

The chassis centre cross member is removable allowing easy access to the transmission. The advanced coil spring suspension system and disc braking system permit all routine maintenance to be carried out quickly and without complex workshop equipment.



### Servicing requirements

Vehicle downtime and service resource is further reduced for the Land Rover fleet through low maintenance times and extended servicing intervals. Defender, with the 300 Tdi engine and manual transmission, requires no first service and has a service interval of 10000 kms compared to the normal 5000 kms recommended for most comparable turbocharged, direct injection diesel engines.

In all but the most extreme operating climates, cam belt replacement is 120,000kms, and the all-round disc brakes are fully self-adjusting.

#### GOVERNMENT AND MILITARY OPERATIONS

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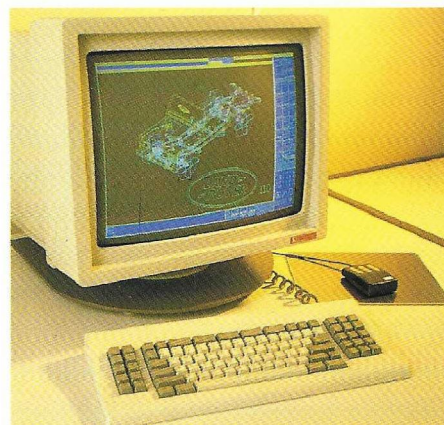


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## COST OF OWNERSHIP



Land Rover believe that cost of ownership and vehicle downtime are amongst the most important considerations for the military and commercial fleet customer. To ensure that these customer needs are continually reassessed and surpassed, Land Rover uses advanced engineering and product development techniques, and exhaustive product testing in all climates to achieve the necessary product reliability and quality. Where necessary vehicle trials and testing is based on demanding military duty cycles.

Operating costs are kept to a minimum through the exceptional fuel economy of the advanced direct injection, turbocharged and intercooled diesel engine. The new generation 300 Tdi sets new standards in efficient delivery of power and towing capacity. Together with the renowned durability of the Land Rover range, which ensures a long service life and good resale value and the attention to maintainability, this ensures that Land Rover fleet will provide the operator with both world class performance and low cost of ownership.

### Whole life costs

To assist the military and major commercial customer in the management of fleet budgets and maintenance planning and streamlining of spare parts inventories, Land Rover can provide whole life cost estimates and estimates of MDBF values for major components, based on the analysis of in-service and test data.

Whole life cost estimates may be structured to detail separately estimates of parts usage, operating costs and maintenance schedules and costs.